



Advancing Optimization and Efficiency in Contact Centers

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A great customer experience translates to greater revenue and your ability to retain that customer and foster loyalty. At Concenex we provide you with another competitive advantage - **"your customers experience."**

Our solution impacts your business in several unique and different ways. We tackle the high cost of ownership, enable you to field virtual agents, address communication disconnects through out an organization, allow you to manage agent level fluctuations, address the absence of real-time analytical views of customer interactions and much more ...

"First Response – First Resolution" < < <

Key Benefits

>> All-In-One Software Solution

Centralized management of interactions and data facilitated by automated call distribution and driven by interactive voice response with customer relationship management, a dialer, recording, scripting, customizable reporting and more.

>> Completely user Customizable

Create your own customer relationship fields or match your existing ones and share data between your existing software and Montage.

>> Universal Phone Interface

Connects to any phone, softphone, SIP, IP, Cell, PSTN, includes softphone.

>> Unified Communication

Voicemail sent to any email, supports chat, instant messaging, email, fax.

>> Up and Running in Minutes, Easy to Use

Use our 2 minute tutorials to get started, for on-going training or for quick refreshers.

>> Intelligent Screen Pop

Have legacy software you want to continue to use? No problem we support any software through our web API or by passing variables, screens appear within montage as browsers in tabs, even your web site or other Internet content.

>> Presence Management

See everyone in your organization regardless of their geographical location, whether they're at lunch, on the phone, etc., you'll know with Montage.

>> Microsoft Smart Client - .NET

Benefits of rich client model with thin client managability. Utilize local resources, connect to multiple web services, databases and more.

>> Full Integration with your Systems, Databases

Yes, we really do mean ANY legacy software or database!

>> Increase Revenue, Productivity, Lower Costs

24/7 - 365 Support

SaaS Solution Suite for Unified Customer Interaction and Communications
"All-in-One" single interface ACD, IVR, CRM, Dialer, Recording, Scripting,
Reports, E-mail, Chat, IP/PBX, and more...

The Features You Want

Phone Features

- > Automated Dialing
- > Auto-Attendant
- > Call Conferencing
- > Find me - Follow me
- > Call Restriction Levels
- > Hunt, Pickup, Call Groups
- > Voicemail and Message Light
- > Allows Multiple Interactions Per Agent
- > Traditional or Internet Phones Supported

Management Features

- > Real-time Supervision
- > Broadcast Messaging
- > Branch Logic Scripting
- > Customizable Reporting
- > Extensive Queue Control
- > Multiple Alerts and Alarms
- > Real-Time System Updates
- > Unlimited Campaign Creation
- > Listen, Coach, Join, Take-Over

System Features

- > Virtual Agent
- > All-in-one Desktop Application
- > Unified Message Retrieval
- > Prompted Response
- > Isolated Multitenancy
- > Centralized Customer History
- > White Label Ready
- > Communication Transport
- > Web-based Self Help

Results

Fast Return on Investment—No Upfront Capital

Lower Overhead ■ Proactive Supervision ■ Streamline Operations ■ Faster Agent Uptime ■ Improved Communications ■ Reduced staff turnover ■ Reduced Training Costs ■ Increase Customer Loyalty ■ No upfront capital Investment ■ Actionable Analytical Information ■ Increase Efficiency and Work Flow ■ Lower Telecom Costs by 50% or more



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